

## 14-0074-EN-Restore missing images, PDF and other file l...

Author:  
ShopFactory

Created On: 14 May 2012 12:00 AM

---

If you recently did a **File >> Clean up** function and noticed that some of the product images and/or PDF links in your shop went missing, you can restore these missing images and files by copying them from the **Backup** folder generated by ShopFactory editor, please follow the steps provided below:

- Close ShopFactory
- Open Windows Explorer and locate your project folder (shop folder)
- By default, your shop project is saved in "**ShopFactory V14 Websites**" under My Documents
- Open up the folder named "**Backup**"
- Double-click on **Media** folder
- The folders are organized according to date so locate the latest backup folder,  
(*The folders are named with dates so it's easier for you to find, you can also sort the folder by date modified.*)
- Double-click on the latest media folder
- And then Select all file (or press Ctrl+A simultaneously)
- Copy all files from that folder (or press Ctrl+C simultaneously)
- Now, navigate to your <shop folder>**Runtimecontentsmedia** directory
- And paste by right-clicking within the content window and select PASTE (or by pressing CTRL+V simultaneously)
- A prompt appears, select Yes to all to replace existing files
- Now, open up your shop in ShopFactory again.
- Click on Settings menu
- Enable *Rebuild all* from the Settings menu
- Save and preview shop in external browser
- Go back to Normal view
- Publish your shop again.

**The missing images and PDF files links should now be restored.**